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## *Admissions*

1. Created internal efficiencies within admissions processes to improve workflow.
  - Took the application processing unit functions apart and reconfigured workflows for greater efficiency.
  - Increased efficiencies in application processing through document scanning of applications and transcripts.
2. Decreased processing time of admission applications.
  - In some cases, applications are being processed within 24 hours.
  - Implemented auto-decision making function in Admissions for greater efficiency and more rapid responses to students.
  - Enabled the checklist function within EKU Direct so that students can monitor their progress toward being admitted.

## *Advising*

3. Advising survey distributed to faculty to collect key data regarding advising.
4. Advising workgroup recommended Organizational Advising Model for University. Reviewed National Association of Academic Advisors (NACADA) Shared (professional and faculty) organizational model. The Shared Model is the most widely used in higher education, it reflects current EKU practice, and it permits flexibility to meet the different advising philosophies of the academic programs. The Shared Model will be the foundational model for analysis, recommendations, and implementation actions.
5. Collaboratively developed a framework for an updated Faculty Advisor Handbook to include FAQ, comprehensive resource references with contact names and numbers, and scripts for addressing registration, financial, and other common question areas.

## *Building Relationships*

6. A Coaching Program was created for students who completed the Noel-Levitz College Student Inventory and who are currently commuter students. Student coaches were identified, trained, and began contacting students in April. The purpose of the coaching program is to reach out and serve freshmen, non-residence hall students who are not currently included in the MapWorks initiative.

## *Customer Service*

7. Created and implemented Secret Shopper survey pilot "Catch Me at My Best" for optimal customer service in student services and support offices.
8. Will provide professional development June 4-8 for "first responders" (e.g. staff who are the first point of contact) as to how service to students, staff, faculty, and guests can be improved.

## *EKU Community Engagement*

9. Generated a campus-wide initiative – It's Your Turn – to solicit innovative ideas from campus units/departments regarding recruitment, retention and advising which generated nearly 50 proposals.
10. Engaged key leadership who are invested in improving recruitment and retention, and all leaders have a "we can do" approach.

## *Marketing/Promotion*

11. Collecting faculty/student success stories to share with campus and region.

### *Recruiting*

12. Improved internal communications across campus regarding recruitment efforts.
13. Increased the quantity and quality of products available to be used with Hobsons Connect to effectively recruit students.
14. Getting more admitted students to campus and making the campus experience a “big deal.”
15. “Sealing the deal” with admitted students.
16. Developed longer term/broader initiatives to increase enrollment.

### *Student Intervention*

17. Purchased the College Student Inventory (CSI) from Noel-Levitz for early identification of incoming freshmen considered at-risk. The survey will be given during the summer orientation sessions. This information will be used by various departments, advisors, and the coaches, in order to intervene and work with students identified as at-risk.

### *Student Support*

18. An Americorps VISTA application was submitted for a position to help create and oversee a food pantry on campus. The application was recently approved and plans are underway to move forward with the project.
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## *Related Outcomes*

### *Academics*

19. Redesigned Developmental Math.

### *Building Relationships*

20. Developed English Cohorts with Student Success Seminars (First-Year Course/Orientation).

### *First Year Course*

21. All incoming freshmen in Fall 2012 will have similar learning experience in their first-year course.
22. Developed common student learning outcomes and textbook for all student success seminars.
23. College faculty assigned for student success seminar will be required to attend training/workshop in May.
24. GSD 101 (3 CH) now required for all undeclared, college-ready freshmen.

### *Marketing/Promotion*

25. Engaging alums for favorite campus tradition(s) and students they know who might like to attend EKU.

### *Student Intervention*

26. The Early Alert Program is now ready to have a link placed on the college websites to be accessed at any time throughout the year. The additional fields of social, behavioral, and financial has been placed on the report, with corresponding offices of Dean of Students and Financial-Aid to sort and intervene with students identified by the survey.
27. A process for working with students wishing to withdraw from the University was moved to the Academic Affairs Workgroup (AAWG). The issue was discussed and moved to a sub-workgroup with individuals from Advising, Financial-Aid, and Student Accounting Services tasked with addressing the issues of how best to notify students of their financial obligation and the ramifications of leaving the institution.

**AAUP-KY and COSFL Third Academic Conference**

Friday April 13, 2012

Council of Postsecondary Education Headquarters, Room A

Suite 320, 1024 Capital Center Drive, Frankfort KY 40601

1:00 a.m. to 5:00 p.m.

The Academic Conference was attended by a mix of 15 AAUP and COSFL members. The four sessions included presentations on:

1. AAUP – The Benefits of Membership, Dr. Peg Pittman-Munke
2. “ The Politics Of Higher Education” By The AAUP-Tennessee Dr. H. Coleman “Coley” McGinnis,
3. Budgeting And Higher Education: How Can I Speak A Language Without Knowing I Can Speak It”, by Dr. John Taylor
4. A discussion of the book, “*The Fall Of The Faculty: The Rise Of The All-Administrative University*” moderated by Dr. Doris Pierce,
5. AAUP business meeting and elections, Dr. Michael Kennedy.

The COSFL-AAUP conference was adjourned at 4:00 pm and the AAUP business meeting began and ran until 5:00pm.

Minutes respectfully submitted by,

*Louisa A. Summers, Ph.D*

Eastern Kentucky University

COSFL Secretary

**COSFL Members in attendance:**

Nancy McKenney, EKU (Faculty Rep. to CPE)

Louisa A. Summers, EKU (COSFL Rep. & COSFL Secretary)

Peg Munke, Murray State (Faculty Senate President and COSFL President)

Tom McPartland, KSU (Faculty senate president emeritus)

Robert Lancaster, KSU

Kimberly Sharp, Morehead State (Faculty Senate Chair)

Doug Chatham, Morehead State (Faculty Senate Chair-elect)

Hollie Swanson- University of Kentucky (Faculty Senate Chair)

**AAUP members in Attendance**

Dr. Doris Pierce – Eastern Kentucky University

Dr. Jan Pearce – Berea College

Dr. Michael Kennedy, University of Kentucky

Dr. John Taylor – Eastern Kentucky University